



Enterprise Business Data Recovery Guide

Ontrack® Data Recovery

Choosing the right data recovery provider can be the deciding factor in whether you will get your lost data back. Scan the Internet for 'data recovery providers' and you'll find hundreds of options, but before you make a decision, ask yourself the questions below so you can select the provider that offers the highest level of professional service and overall best value.

Technology & Resources: Identify data recovery providers that have the resources to solve a wide variety of data loss challenges.

Data Recovery Questions	Kroll Ontrack Responses	Other Provider Responses
Does the provider heavily invest in its research and development for complex storage platforms, such as SSD and virtual environments?	Yes	
Can the provider recover from all storage platforms, including: all operating systems, server and network storage, RAID, desktop and laptop, virtual environments and SSD/flash? Can they recover from all content types, such as files, databases and e-mails?	Yes	
Can the provider recover data from systems that are proprietary or unique to their clients? Expert providers invest in technologies to develop customized or just-in-time (JIT) solutions for data loss situations that aren't necessarily "typical."	Yes	

Experience & Success: Identify data recovery providers that have the most experience and can prove their success.

How long has the provider been in the data recovery business? Expert providers typically have vast engineering capabilities and extensive experience in data recovery.	More than 1,400 years of combined data recovery experience	
How many engineers does the provider have? Do they have a dedicated research and development team? The provider should have sufficient resources to handle large/small jobs and skillsets to cover all forms of data loss on all types of storage.	Over 150 data recovery engineers worldwide + dedicated R&D teams	
How much data has the provider successfully recovered? Providers with the most experience have recovered vast amounts of data from all types of data loss situations.	More than 5 Petabytes of file data in the just past year	
Does the provider offer a secure, online portal that allows you to view recoverable files and track the status and progress of your data recovery from start to finish? The provider should offer transparency before, during and after your recovery.	Yes Via Ontrack® Online™	

Service & Solutions: Identify data recovery providers that provide a wide range of solutions to fit within your budget and address your specific needs.

Does the provider have the resources to perform emergency or on-site data recoveries? Do they provide remote data recovery services? Providers that understand their enterprise customers know that every minute of data loss costs money, so they develop solutions to get them up and running quickly.	Yes	
What is the standard turn-time for data recoveries? The provider should have a range of service levels to address your unique data loss situation.	We offer standard through emergency service levels & can recover data in as little as a few hours	

Professional Customer Service: Identify data recovery providers that provide the support wherever and whenever you need it.

Data Recovery Questions	Kroll Ontrack Responses	Other Provider Responses
How flexible is the provider with customer service? Are you able to reach them 24/7/365 and in your native language? Expert providers offer around-the-clock service in a variety of languages.	Yes 24/7 service in 15+ languages	
Does the provider have a technical support team on staff to give you pre-and post-recovery support? Expert providers keep your data for at least 30 days to assist in properly migrating it back into your storage environment.	Yes	

Security & Confidentiality: Identify data recovery providers with documented procedures for maintaining the strictest security and confidentiality of your data.

Does the provider have ISO-5/Class 100 cleanroom environments? Expert providers have the best-in-class standard to safely open, repair and recover data to ensure it stays safe.	Yes 18 cleanroom environments globally	
Has the provider completed SAS 70 Type II Certification on their processes? They should have a comprehensive Information/Data Security Policy in place that covers all access control, data handling and data security protocols/standards?	Yes	
Is the provider authorized to handle highly sensitive data? Do they adhere to government protocols? Don't take your security for granted and hand over your personal information to just anyone.	Yes	
Does the provider always return your recovered data in an encrypted format? Ensure that your data is secure and it doesn't fall into the wrong hands.	Yes	
Does the provider perform thorough employee background checks and require signed confidentiality agreements for everyone that might come into contact with your data? It's essential to guarantee your security with the people handling your data.	Yes	
Does the provider utilize strict physical security measures, such as 24/7 monitoring by security cameras and personnel? Coupled with data safety and employee security, the provider should take every measure to ensure your data stays secure and confidential.	Yes	
Does the provider insist on using internal resources to perform data recovery services? Not everyone takes your security seriously, so make sure the provider isn't sending your data to a third-party data recovery specialist.	Yes	

Trust & Confidence: Avoid the gimmicks! Identify data recovery providers you can trust by eliminating those that use questionable sales tactics.

If the provider claims "no data, no charge" – what will they charge if they recover data, but not the data that you need? Don't fall for this questionable sales tactic and ensure that you know exactly what data you're getting back and at what cost.	We provide a list of recoverable files before a purchase decision	
Will the provider commit to quoted price ranges in writing to ensure the services fit within your budget?	Yes	
Will the provider give you a listing/report of all recoverable files before you make a purchase decision? Is this included in their evaluation service? If they don't, walk away.	Yes	
Will the provider offer you a free, no-obligation consultation and allow you to speak directly with a data recovery engineer to discuss your options? Don't be left in the lurch by not getting to talk to an engineer about your recovery options.	Yes	



For more information, call or visit us online.
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